

Agenda

Assessing Customer Satisfaction with Virginia Government Services

Welcome and Opening Remarks

Ms. Heather Cox, Chair, Customer Service, Performance, Accountability, and Transparency Committee, Governor's Commission on Government Reform and Restructuring; Senior Vice President, US Card Customer Operations, Capital One

Introduction and Framework

• Ms. Jane Kusiak, Executive Director, Council on Virginia's Future

Experience Journey

Capital One's Customer • Mr. Donald Busick, Managing Vice President, Customer Operations, Capital One

Panel Discussion

- Ms. Diana Sun, Director of Communications and Assistant County Manager for Public Affairs, Arlington County
- Mr. Robert Schultze, Director, Virginia Retirement System, and Mr. Larry Durbin, Assistant Commissioner of Customer Service, Department of Taxation
- Ms. Diane Boothroyd, Principal, and Mr. Mark Vita, Principal, The North Highland Company

Discussion